

**LEGISLATIVE SERVICES AGENCY
OFFICE OF FISCAL AND MANAGEMENT ANALYSIS**

301 State House
(317) 232-9855

FISCAL IMPACT STATEMENT

LS 6101

BILL NUMBER: SB 34

DATE PREPARED: Nov 1, 2000

BILL AMENDED:

SUBJECT: Automated Answering Systems.

FISCAL ANALYST: John Parkey

PHONE NUMBER: 232-9854

FUNDS AFFECTED: **GENERAL
DEDICATED
FEDERAL**

IMPACT: No Fiscal Impact

Summary of Legislation: This bill prohibits a state officer or employee during the regular office hours of the agency from using a voice mail system at the officer's or employee's regular workstation if the telephone is functional, unless the system provides a caller with access to a nonelectronic attendant. It provides that all menu options systems used by a state agency during the regular office hours of the agency must alert the caller to and provide the caller with access to a nonelectronic attendant.

Effective Date: July 1, 2001.

Explanation of State Expenditures: The Department of Administration, which manages the state's phone and voice mail system, currently requires agencies that have voice mail to make available an option which allows a caller to be transferred to a nonelectronic attendant.

Explanation of State Revenues:

Explanation of Local Expenditures:

Explanation of Local Revenues:

State Agencies Affected:

Local Agencies Affected:

Information Sources: Jay McQueen, Department of Administration, (317) 232-7636.